

**METHODS AND SYSTEMS FOR MODEL-BASED MANAGEMENT USING  
ABSTRACT MODELS**

**Abstract of the Disclosure**

5           Techniques for constructing and using models in accordance with service level  
management are disclosed. In one aspect of the invention, a technique for constructing a  
model (e.g., a system model) representative of a resource for use in managing a service  
associated with the resource, comprises the following steps/operations. A set of resource  
metrics is obtained in accordance with a resource abstract model (RAM) associated with  
the resource. Then, a model representative of the resource is constructed based on at  
10       least a portion of the set of resource metrics obtained from the resource abstract model.